Standards for Nova Scotia Regional Public Libraries

Second Edition

Developed in cooperation with
Library Boards Association of Nova Scotia
Council of Regional Librarians

Department of Education
Nova Scotia Provincial Library

September 2001

+15

TABLE OF CONTENTS

PREFACE		2
CHAPTER 1	INTRODUCTION	3
CHAPTER 2	POPULATION	5
CHAPTER 3	LIBRARY SERVICES	6
CHAPTER 4	MATERIALS	9
CHAPTER 5	PERSONNEL	12
CHAPTER 6	HOURS OF SERVICE	17
CHAPTER 7	INFORMATION TECHNOLOGY	19
CHAPTER 8	FACILITIES	23
CHAPTER 9	GOVERNANCE	28
CHAPTER 10	CONCLUSION	30
APPENDIX I	TOTAL& FRENCH LANGUAGE POPULATIONS (1996 Census)	31
APPENDIX II	MEASURES FOR GOAL SETTING	32
APPENDIX III	CATCHMENT AREA POPULATIONS BY REGION	34
APPENDIX IV	SERVICE MODELS FOR POPULATIONS OF UNDER 1,500	36
APPENDIX V	CLA STATEMENT ON INTELLECTUAL FREEDOM	38
SELECTED BIBLIOGRAPHY		39

102-04060/

PREFACE

This edition of the Standards for Nova Scotia Regional Libraries has been updated to reflect the changes in the library service delivery environment over the last three years. The 1998 Standards document contained a core program for public libraries and provided standards for collections, open hours, levels of service, personnel, and facilities, which were developed to provide accountability for the expenditure of public funds and a framework for future development. As regional libraries measured their progress toward meeting the library service standards, they realized that the existing standards needed further development, particularly in the areas of technology and service delivery through means other than stationary branch libraries. At the time the 1998 Standards were being developed, technology and public Internet access had just been introduced and methods of service delivery other than traditional branches were not fully considered. Standards for mobile libraries required further development in terms of staffing and open hours and other delivery methods needed to be explored.

In order to address these issues and update the Standards to meet current service delivery needs, a Working Group, representing most of the original stakeholder groups, was convened to revise the Standards. The 2001 edition of the *Standards for Nova Scotia Regional Public Libraries* builds on the work of the 1998 edition. As the Working Group began its work, it surveyed the public library community to identify which areas of the current Standards worked and which didn't. It was discovered that most areas of the current document were relevant and needed only minor changes to make the document easier to understand and use.

Thanks is extended to the Working Group, listed below, for the time and energy expended in updating these Standards.

Working Group

Gary Archibald, Library Boards Association of Nova Scotia
Elizabeth Armstrong, Nova Scotia Provincial Library
Michael Colborne, Nova Scotia Provincial Library
Paula Saulnier, Halifax Regional Library
Linda Travis, Eastern Counties Regional Library
David Witherly, Annapolis Valley Regional Library

CHAPTER 1 INTRODUCTION

Public libraries are key players in lifelong learning. Community based and locally supported, Nova Scotia's regional library system links independent learners, materials, programs, and other community agencies, providing a touchstone for all segments of the population. Through their collections, shared networks, trained staff members, and commitment to technology public libraries provide the tools to facilitate lifelong learning.

Libraries play a strong role in information literacy, offering the public the use of current technology to find and use information. The first experience many Nova Scotians have with computers is in their local public library, looking up material on the library's computer catalogue. It is in their local public library that many people in this province first see a CD-ROM, or first see a demonstration of the wonders of the Internet.

Partnerships with Industry Canada's Community Access Program (CAP), Human Resources Development Canada (HRDC), and the Bill & Melinda Gates Foundation have enhanced the technology infrastructure of libraries across the province. Now, in addition to having access to the collections in their community library, Nova Scotians can also access the collections of other libraries around the province and across North America. Electronic resources, such as commercial databases of full-text magazine articles delivered via the Internet, have greatly expanded the resources available in Nova Scotia's public libraries.

Library staff members provide the personal connection between Nova Scotians and the resources they require. Regional library staff members are trained to open up pathways to information and learning through new and time-tested technologies.

The regional library system provides a supportive context for continuing education. New technology enables Nova Scotians to continue their education while remaining in their home communities. Remote delivery of university courses via the Internet, and the development of the Nova Scotia Community College's Virtual Campus, provide an opportunity for public libraries to play an innovative and important role in the lifelong learning process. Citizens in all parts of the province have the ability to use their local library's resources to strengthen their education, skills, and interests.

For Nova Scotia's public libraries to play an effective role in the support of lifelong learning, there are a number of requirements they must meet. These include trained staff members, reasonable open hours, strong collections, electronic networks, personal assistance, resource sharing infrastructure, and access to technology. *Standards for Nova Scotia Regional Public Libraries* provides a framework for defining the levels of service that Nova Scotians can expect from their regional public libraries.

This document supports the vision and principles of *Access for All: A Strategic Plan for Public Libraries in Nova Scotia.*

VISION

Every citizen has the right to barrier free information, opinions and ideas. Public libraries in Nova Scotia fulfill this right through collections, services and programs.

PRINCIPLES

Universal Access: All Nova Scotians will have equitable access to the widest range of materials and services for education and recreation regardless of social or economic circumstances, or place of residence. Their libraries are committed to provide barrier free, province wide access to a network of services in many different formats.

Intellectual Freedom: Nova Scotia's libraries will promote, develop and facilitate access to all expressions of knowledge, opinion, and intellectual activity.

Community Relevance: Nova Scotia's libraries will reflect their communities through their staff members, collections, services and programs.

Life-Long Learning: Nova Scotia's libraries will support each person in obtaining the information, ideas and skills required to be a self-reliant, responsible and contributing member of society.

Professional Standards: Nova Scotia's libraries will ensure that their services, collections and programs meet individual needs and respect individual privacy.

Cooperation: Nova Scotia libraries will cooperate with one another and with their communities to share resources to benefit all.

Economic and Social Development: Libraries contribute to the economic and social development of their communities through adherence to all of these principles.

Where possible the library service standards provide a range of levels where "C" is minimum, "B" is average and "A" is excellent. Level "C_t" as the minimum, is the standard that every public library in Nova Scotia should be able to meet. Halifax Regional Library is approaching level"A" in some cases, which, while exceeding the abilities of other Nova Scotia regional libraries, is on a par for comparable Canadian metropolitan libraries.

In addition to standards, a number of other measures can help a library establish goals. Some of these measures are listed in Appendix II.

CHAPTER 2 POPULATION

Many of the standards defined in this document are based on population served. It is therefore critical, before applying the per capita standards, to determine a meaningful and accurate catchment area populations for each service point. While the catchment area population of a branch library may be greater than population of the municipality in which it is located, it is recommended that the figures be as close as possible to avoid overlaps and enable accurate comparison measures.

Statistics Canada data is the official population data for the country. The Provincial Department of Finance has the complete holdings of Statistics Canada information for Nova Scotia and will usually provide this free of charge to government and quasi-government agencies. Municipal Planning Departments also possess extensive information on population distribution. Census information is available in four categories that are useful for determining catchment area populations:

- Census Subdivisions
- Enumeration Areas
- Census Tracts
- Block Face (used only in cities)

In most cases, Enumeration Areas will be the most useful.

Catchment area populations can be defined by drawing a circle, 5-15 km in diameter, depending upon local conditions, around each service point and applying the appropriate Census data to the area. Catchment areas may have to be adjusted for:

- overlap with the catchment area of another library service point
- traffic patterns
- gaps in coverage to prevent un-serviced areas
- history/geography
- community needs
- rural or urban environments

CHAPTER 3 LIBRARY SERVICES

Access for All: A Strategic Plan for Public Libraries in Nova Scotia., states that "Every citizen has the right to information, opinions and ideas. Public libraries in Nova Scotia fulfill this right through collections, services, and programs." Services and programs take a variety of forms and Boards choose those which best suit their needs. Approximately 75% of Nova Scotians are served by branch libraries, 20% by mobile libraries and 5% by other methods of service delivery.

The service models chosen by each regional library board are determined by geography, demography, existing organizations and facilities within the community, the identified needs of the community and the cost effectiveness of the service. Rural service delivery is a part of the whole library service and as such should meet the same high standards as the rest of the service. Each Library Board should have a written policy concerning new library services and most or all of the following conditions should apply to create a new service point.

- there is currently poor access to existing service points
- there is sufficient demand for the service
- the cost per person served is reasonable
- there is growth potential

Branch Libraries

Branch libraries provide the following services:

- browsing collections of materials in a variety of formats and in sufficient quantities to support the literacy, educational and recreational needs of their communities, including those persons with a visual and/or physical disability
- print and electronic reference resources
- the services of trained and knowledgeable staff members to assist with information location and retrieval
- programming to enhance literacy/research skills for all ages
- public Internet access
- interlibrary loan service
- programs of community liaison and public relations
- readers' advisory services
- outreach programs to bring library services to targeted populations may be offered, or may be part of the Regional Resource Services

Mobile Libraries

Mobile Libraries drive from a central location in each region and stop in small communities and sometimes at schools and individual homes. Regional library boards may decide that mobile libraries are the most effective type of service in specific areas. Mobile libraries may bring library services to people who don't have access to other service points. They can provide service where a library building is not practical. They offer a rotating collection in an informal and personal setting. Mobile libraries may not be able to offer stations for public access terminals, serve immediate research needs or provide the opportunity for lengthy browsing or study.

Schedules must be flexible enough to adjust for poor weather, road conditions or traffic problems and a backup delivery system is required to reduce disruption of service.

Virtual Library Services

Through the use of information technology, citizens in Nova Scotia have access to a wide range of regional public library services without ever having to enter the doors of a library building. Each regional library will have its own web site on the Internet which is regularly updated with current information. The page will, at the minimum, provide information on the library (its location, phone, fax and e-mail, hours of service, a list of board members, annual reports, etc.)

A virtual library service can be offered as a stand-alone service for those with access to a computer or in conjunction with CAP sites. A virtual library is an on-line library service where users can:

- register for a library card
- "ask a librarian" for help with information questions
- request a book
- consult the library's electronic databases for information needed for school, work or hobbies
- facilitated access to government information and services at the municipal, provincial and federal levels
- find out more about local communities
- access training programs to increase computer skills
- search information links chosen by the library for pertinence and accuracy

Books-by-Mail Services

Books-by -mail is another service offered by regional libraries to improve access to collections. It can be used on its own or to complement other service delivery methods, especially virtual library services. All residents who live a specified distance from library service points (distance determined by local variables), or who are unable to visit library service points, may have library materials mailed to them. Patrons may request materials by phone, in writing or via e-mail or other electronic method. Registration for books-by-mail, along with access to the catalogue, reference and research guides, other library databases and services must be made available on-line, as well as by mail. When offering a books-by-mail service, an ongoing promotional and outreach plan must be in place to inform potential users of the service and to provide the library with ongoing contact with current users. Canada Post offers libraries special postage rates for the mailing of books, but not other library materials. For this reason, mail-outs may be restricted to books.

Homebound Services

Libraries should, whenever possible, offer a homebound service to persons who are unable to access library service points because of a physical or other disability. Library staff members or volunteers will deliver materials, chosen to meet specific reading tastes, to the person's home on a regular, minimum 4-6 week, schedule.

Community Access Sites

The use of the Internet, the development of Community Access (CAP) sites, and the formation of new community partnerships, have opened the way for other methods of service delivery. Models for serving communities with populations of less than 1500 are in the development stages and it is too early to define standards for these options. Appendix IV shows some models that are currently being tested.

Regional Resource Services

Regional resource services generally include all centralized functions which support public service within the region such as:

- technical services like acquisitions, cataloguing and processing
- delivery of materials to branches or deposits centres
- interlibrary loans
- reference services
- service to the homebound
- deposits to community organizations or institutions
- organization of special materials like talking books and descriptive or closed captioned videos
- coordination of services to children and young adults
- community or public relations
- library web page development

Regional resource services may be located with the largest branch or with the administrative centre (headquarters).

Administrative Centres

Administrative centres are typically the regional library headquarters operation where all administrative and financial activities for the region, including activities of the Chief Librarian/CEO, Secretary, Bookkeeper and Board members, etc., are carried out.

CHAPTER 4 MATERIALS

Introduction

Public libraries provide a wide range of materials and resources in a variety of formats and in sufficient quantities to support the literacy, education, recreation and information needs of their communities.

Nova Scotia regional public libraries endorse the *Canadian Library Association Statement on Intellectual Freedom* (Appendix V). They have also adopted the principle that a child's parent or guardian is responsible for the child's choice of material for reading or viewing and adhere to the Department of Education's Internet Use Policy for Libraries. Libraries collect materials to suit a wide variety of interests and abilities. Collections should include works of a controversial nature but be balanced to fairly represent all sides of controversial topics. Formats included in the library's collection should include the following:

- print materials in both soft and hard cover
- audio-visual materials
- graphic materials
- electronic resources
- magazines, other periodical material
- alternate format materials for persons with disabilities

Collection Development and Maintenance

Each regional library should have a collection development policy which includes withdrawing materials and accepting donations. Regular community assessments should be carried out to ensure collections and services meet community needs.

Some other factors that influence collection development needs are as follows:

- presence of, and access to, other libraries' collections in the area
- density of population
- demographics of the community, including the breakdown by age, economics, education, and literacy levels, home language, cultural and ethnic heritage
- the volume of student demand and number of educational institutions in the community
- the age and size of the library's collection
- the demand as measured by circulation per capita and turnover rate (circulation per item) of the circulating collection

Reference Collections

Reference materials should be provided in every public service outlet. All library patrons should have access through their local public library to the services of trained and knowledgeable staff members to assist with information location and retrieval. These services may be provided locally or remotely through electronic or other communication, including commercial reference databases on CD-ROM and through the Internet.

Collections of Materials for Youth

The percentage of the materials budget spent on adult and children's should reflect the breakdown of the age groupings in the community. A traditional breakdown between expenditures for adult and youth materials is 60 percent/40 percent; however, the demographics of the area should be the major influence in determining the appropriate collection balance.

Literacy Collections

It is recognized that public libraries play a major role in assisting individuals to become literate and informed citizens. All public libraries offer access to a collection of materials designed to assist learners of any age to acquire the necessary reading, numeracy and research skills to be informed citizens. The public library should maintain a list of community contacts/agencies that assist individuals and offer its meeting space for literacy training.

Size of Collections

Collection size is determined by the population served. The minimum collection size for a public library, mobile library or books-by-mail service is two items per capita. However, no service point should have less than 2500 items regardless of the population served.

Mobile libraries must provide an attractive collection of high interest materials to meet both recreational and information needs. A backup collection equivalent to at least three times the collection carried by the vehicle is required for restocking.

Collection Size Per Capita

	C	B	A
Items Per capita	2	2.5	3

French Language Collections

In regions where the Francophone population is 10 per cent or more of the total population, the collection should include a minimum of two items per capita of the French-speaking population. The size of French language collections should be calculated on a regional basis and be in addition to the English language collections. These materials will serve as a resource collection for all public libraries in the province.

French Language Collection Size Per Capita

	C	B	A
Items Per capita	2	2.5	3

Expenditures for Materials

A minimum of 10 percent of the annual operating budget should be allocated for the purchase of library materials. Of this library materials budget, 10 percent should be allocated for the purchase of reference materials.

Library Materials Expenditures as a Percent of Operating Budget

	C	B	A
Percent of operating budget	10	12.5	15

Reference Materials Expenditure as Percent of Materials Budget

	C	B	A
Percent of materials budget	10	12.5	15

Refreshing/Weeding the Collection

A minimum of 10 percent of the total collection should have a publication date within the last two years. Collections should be added to and weeded regularly to provide a varied and current collection. Collection rotation among service points may be a means to refresh collections. Book sales of weeded items may be used to generate revenue to purchase additional items.

CHAPTER 5 PERSONNEL

Introduction

The most important resource of any library is a knowledgeable and experienced staff members committed to providing the highest possible level of service to their community. They provide the human interface between the public and the information resources provided by the library. Personnel expenditures generally account for the largest part of the library budget.

In order to plan and provide quality library service professional staff members require the ability to:

- assess needs
- set objectives and evaluate and measure the effectiveness of programs
- select materials and provide guidance in the use of all library resources
- work within the political and social structures of the community
- communicate and work effectively with library trustees and other staff members
- make use of emerging technologies
- manage human and financial resources
- raise funds for library services

All staff members should:

- provide efficient and courteous service to the public they serve
- be well trained in the best practices and procedures required by their position
- know the service goals of their regional library
- be aware of and act according to all library policies
- have an understanding of the history and development of library services

Personnel in Public Libraries

In order to effectively achieve the skills listed above, a regional library staff members complement requires personnel with a range of educational backgrounds and experience. Specific names for classification and job titles may vary from region to region. The following examples show competencies of various levels of staff members.

Librarians:

Librarians hold a minimum of two post secondary degrees:

- an undergraduate degree with a subject specialty
- a postgraduate degree in library or information science, or information studies.

As information specialists, librarians understand and are skilled in:

- defining information needs
- methods of information seeking and communication
- assessing the relevance of information
- managing information services in any context
- assisting patrons to use the most common information tools in the most appropriate fashion
- archiving and records management
- providing readers advisory services

They plan, develop and coordinate all aspects of library and information services. Librarians have the expertise to select, acquire and catalogue a wide range of library materials, including books, journals, government information, audio and video materials as well as electronic information resources. Graduates of library and information studies programs are often at the forefront of developments in information technology.

At the management level, they set goals, establish policies, prepare budgets and organize staff members to meet the information needs of their organizations.

Specialized Staff:
Specialized or "Professional" staff members includes people with specialized training in such areas as public relations, information technology, fund raising, human resources and financial management. Individuals in this group have the level of accreditation and defined competencies of their particular field.

At the management level, they set goals, establish policies, prepare budgets and organize staff members to meet the information needs of their organizations.

Library Technicians:
Library Technicians are graduates of a library diploma program offered by a community college or technical institute. Their training prepares them to perform the specialized functions unique to the library or information environment, preparing them to support and assist librarians, coordinate the work of the clerical staff members or, under the direction of a librarian, be responsible for a section or department in a larger library. Duties may vary with the type and size of the library but can include the following:

- acquiring print and non-print material
- cataloguing and classifying of the materials
- producing graphic and display materials
- circulation procedures

In a small service point, where the foundations of organization and operation are already established, the library technician may serve as the manager.

Other Technical Staff members:
Other technical staff members are graduates of diploma programs in their specialized areas and meet the industry-defined competencies for their particular field.

Library Assistants:
Library Assistants hold some post secondary education and often have subject specialization outside of the library field. Their education gives them subject expertise, familiarity with research techniques and a broad base of knowledge. They build on this academic foundation as they gain library experience. Their role is to assist the professional librarian or information specialist in tasks such as

- selection and organization of materials in their subject specialty
- assisting library customers with research.
- readers advisory service

They may also participate in acquisitions and technical services, ordering, processing and cataloguing materials, or in public services , charging out or receiving materials. In small well established service points, the library assistant may serve as the manager.

Library Clerks:
Library Clerks perform routine tasks such as shelving books and periodicals and may sign out material or maintain books and equipment. Many clerks use their typing and computer skills to process materials orders and to update library catalogues. They work under the direction of staff members trained in the library and information profession. High school graduation is generally required and standard secretarial and computer skills are highly desirable.

Drivers:
Mobile library drivers require a driver's licence appropriate for the type of vehicle used. They may require the same skills as either Library Clerks or Library Assistants and provide similar services.

Custodial Staff members:
Custodial staff members should have experience in the cleaning requirements for public spaces and be provided with the appropriate equipment to effectively perform their duties.

Student Assistants/Shelvers:
Student assistants/shelvers are usually responsible for shelving library materials. Minor processing and repairing of materials, and maintaining the interior facility, including setting up meeting spaces and library display areas are often activities required of this position. In some regions these positions are reserved for students.

Training
It is essential that all staff members in regional public libraries have the qualifications and training to offer the core service outlined in the standards. Changes in service delivery, advances in information technology, and public expectations have increased the need for continuing education for all library staff members and trustees. It is the responsibility of regional library boards to ensure that these standards are met through providing support and training for appropriate personnel.

To ensure the most effective and efficient use of information technology, it is essential that staff members have appropriate training for any new hardware and/or software which are introduced into the library. This training will be provided to all relevant staff members through the most effective mechanism: attendance at workshops, on-line tutorials, access to workbooks, one-on-one sessions and video. Libraries must schedule sufficient staff time for appropriate training.

Training should also include regular refresher sessions and evaluation of the training mechanisms used by the library service.

Staff members should participate in professional organizations at the local, provincial and national level. A staff member's development should include planned continuing educational activities appropriate to the individual's position in the organization.

Continuing education opportunities for staff members should be provided as follows:

- Chief Executive Officer - minimum of 90 hours over three years
- All other staff members - minimum of 60 hours over three years
-

Policies

Each regional library board will have a written personnel policy outlining the conditions and requirements of employment of library staff members, a written personnel classification plan with salary ranges for each position, written job descriptions listing the duties and educational/experience requirements for each position, and a performance evaluation program for all staff members.

Branch Libraries

The number of positions needed should be determined by the population served, usage, size of facility and hours of service. For facilities on two or more levels, or with one or more separate rooms, the number of positions required should be increased by one for each level or additional room. Libraries serving populations in both official languages will require bilingual staffing. Service should be provided year-round without interruption due to staff members' illnesses or vacations.

Staffing standards are presented in numbers of full-time equivalents (FTE) where full-time is considered 35 hours per week. Each service point should have one full-time equivalent for every 2500 people served.

Staffing Per Capita (by service point)

	C (FTE)	B (FTE)	A (FTE)
Staff members /2500 pop.	1	1.5	2

Mobile Libraries

The standards for staffing and open hours are based on those for branch libraries and modified to suit the different environment.

Staff members per Mobile Library

Population	C (FTE)	B (FTE)	A (FTE)
up to 5000	2	2.5	3
5000 - 10,000	2.5	3	3.5
10,000 +	3	3.5	4

Books-by-Mail

Staffing standards are based on those for branch libraries but take into account the higher staff time involved in providing books by mail rather than serving users face to face.

Range of Staffing Based on Population Served

Population	C (FTE)	B (FTE)	A (FTE)
up to 500	1	1.5	2
500 - 1000	1.5	2	2.5
1000 +	2	2.5	3

Administrative Centres

Administrative centres are typically the regional library headquarters operation where administrative and financial budgeting activities are completed for the whole region. Staffing for these facilities is one FTE for every 20,000 people served.

Regional Resource Centres

Resource centres are typically the largest branch library in the region and may or may not be attached to the administrative centre. Systems management, interlibrary loan processing, technical operations and specialized reference services may be part of the resource centre. Allow additional staffing for these facilities at one FTE for every 10,000 people served.

Specialized and Professional Staff members

Each regional library should have a minimum of one full-time equivalent librarian or other professional for every 20,000 people served. Each regional library should have one librarian who specializes in services to children and youth. Each regional library should have one specialized or technical staff person with responsibility for public relations and one responsible for information technology. Other specialized and technical staff members may be added as required. Branch libraries serving a population of 10,000 should have a librarian dedicated to that branch. Branch libraries with a population of 25,000 should have two librarians. These figures should be prorated for branch and mobile libraries serving populations under 20,000 people. Bilingual staff members should be available when the French-speaking population reaches 10 percent of the total population.

Librarians Per Capita (per region)

	C (FTE)	B (FTE)	A (FTE)
Staff members/20,000 population	1	1.5	2

CHAPTER 6 HOURS OF SERVICE

Introduction

For a library to meet the needs of its community, it must have adequate open hours. In *Public Libraries in Nova Scotia: General Population Survey,* three percent of nonusers identified inconvenient hours of opening as the main reason they did not use the public library.

Recommended open hours are a function of library ussage and/or population served. The number of open hours has a direct effect on the number of staff members required. It may have an indirect effect on collection size, usage, and library visits per capita. Opening for the appropriate number of hours each week to serve the community is often a balancing act. Usage by the population should be reflected in the number of open hours to be cost-effective. There may also need to be seasonal adjustment to hours.

Library Open Hours

The minimum number of open hours should be 17.5 with a minimum of 30 percent of the library hours available outside normal office hours, i.e., Monday to Friday, 9:00 a.m. to 5:00 p.m.; at 25 hours per week, the number of days open increases to five days, and at 60 hours per week, the number of days increases to six.

Resource centres serving populations more than 35,000 should be open a minimum of 35 hours per week spread over at least five days.

Open Hours Per Week

Population	C	B	A
1500 - 3500	17.50	20.00	25.00
3500 - 5000	25.00	30.00	35.00
5000 - 15,000	30.00	35.00	40.00
15,000 - 35,000	40.00	45.00	50.00
35,000 - 50,000	45.00	50.00	55.00
50,000+	55.00	60.00	65.00

Mobile Libraries

Service should be provided at a time convenient to the majority of the population, including after school hours, evenings and weekends. The length of stops should be determined according to the number of people to be served; however, it is recommended that stops be at least 30 minutes or more. Local factors should be taken into consideration when determining location and length of stop.

Mobile library stops should be a minimum of 10 km from the closest library branch and at least 2.5 km from the nearest mobile stop, except for stops serving such facilities as homes for special care, seniors' complexes,

schools and day care centres. Mobile stops located at the centre of a community, where it is possible to serve a maximum number of patrons, are preferred to house to house stops.

Length of Stops (in hours)

Population per stop	C	B	A
up to 500	0.5	1	1.5
500 - 1000	1.5	2	2.5
1000 - 1500	3	4.5	6

Schedule Rotation (in weeks)

Community size	C	B	A
up to 1000	4	3	2
1000 - 1500	3	2	1

Travel time should not exceed the number of open hours offered. Demographics and use patterns should be regularly monitored and routes and schedules revised to meet changing community needs. Minimum circulation levels will be 40-50 materials borrowed per open hour.

Ratios of Service Hours to Travel Hours per vehicle

Service Hours: Travel Hours	C	B	A
	50:50	60:40	70:30

CHAPTER 7 INFORMATION TECHNOLOGY

Introduction

Library business processes are completely reliant on automation. Information technology is the currency for serving public information needs. Providing access to information resources is an integral part of what libraries do.

This document focuses on the minimum technology resources required to support the provision of public services but does not address office automation requirements. It provides:

- a framework for efficient and effective use of technology as an integral feature of the public library to ensure optimum service provision
- assurance that all public service library sites have appropriate access to technology
- recognition of training as a key component in providing good information service in an electronic environment

Management

Each library should have an *Information Technology Plan*. The IT plan should detail the library service strategy to continue to provide an effective and efficient use of technology and to ensure that library technology is operating at optimum level.

The Information Technology Plan will address:

- strategies for ongoing hardware and software support e.g., upgrades, maintenance contracts, replacements
- telecommunications infrastructure issues e.g., bandwidth, cabling, wiring
- facility infrastructures for IT
- disaster preparedness and disaster recovery strategies e.g., data backup procedures
- future introduction of new services
- staffing issues including IT support, training and recruitment
- funding strategies to support the IT plan
- training for staff members and public
- an Internet Use Policy

The annual operating budget will include funding strategies to address:

- ongoing support for existing technology whether library or non-library owned equipment, including licences, telecommunications lines, maintenance, maintenance contracts, federal/provincial/private partnership agreements according to the plan
- replacement and upgrading of technology on a three to 5-year cycle. Allocation should be based on the amount of technology in the library, replacing 1/3 - 1/5 of the Library's technology each year
- growth initiatives identified in the IT Plan
- staff training

Each Board should include an amount in its annual budget for technology replacement. Based on the assumption that computer technology is outdated in three years, each regional library board should have a written replacement plan for computer technology over 3-5 years.

Technology Replacement Per Year

	C	B	A
Percent of Inventory	1/5	1/4	1/3

Line Speed

In order to provide adequate access to the required on-line services appropriate line speed or bandwidth must be provided. The line speed required will be based on the number and type of use of computers in the location and the library's goals. Presently in Nova Scotia, line speed for public libraries is mostly dependent on the Department of Education-negotiated contract with MTT for EDnet. Mobile libraries generally use cellular technology, which is not part of EDnet for on-line access. Libraries, through the Nova Scotia Provincial Library, will continue to work with the Department to ensure appropriate line speed for branch and mobile libraries.

Library Functions

The Automation program in public libraries in Nova Scotia provides:

- "One Place to Look" access to the public library's own collections, collections of other libraries and information sources through the Internet
- access to local government, cultural and community agencies and to commercial information sources
- resource sharing services including interlibrary and inter-branch loans
- public access to the Internet
- assistance to public library patrons in on-line catalogue and Internet use
- circulation
- acquisitions/cataloguing/serials

Public Access Computers

All branch libraries in Nova Scotia have public access computers which are available to the public during all open hours. Full access computers provide access to the Internet, library catalogues and on-line information databases. Some computers will also provide access to information on CD-ROM and to software such as word processing and spreadsheets. Dependent on community needs, some libraries will have Express computers, available for walk-in traffic, or specific-use computers e.g., Infotrac, catalogue, Job Bank. These computers are designed for quick searches or dedicated to specific functions, and therefore limited time periods for use will be designated.

All public access computers will be well maintained, have current versions of software to support universal access to Internet resources and have access to a printer.

Adaptive technology for persons with visual and/or physical disabilities will be available in specified branches in each library region. For these clients, dedicated workstations including suitable hardware and software, for example, large monitors, software to increase type fonts, large trackballs, with adjustable tables and chairs will be provided when possible.

The following range of public access computers, based on population served are recommended for Nova Scotia public libraries:

Range for Number of Public Access Computers

Population	C	B	A
1500 - 3500	3.0	5.0	7.0
3500 - 5000	4.0	6.0	8.0
5000 -15,000	5.0	7.0	9.0
15,000 - 35,000	7.0	9.0	11.0
35,000 - 50,000	10.0	12.0	14.0
50,000+ (+1 for every 3,000)	13.0	15.0	17.0

In addition to the size of the population served by a branch, other factors will impact on the number of public access computers provided in the branch. These include:

- geographic location of the branch and its proximity to other computer access service providers
- average income of the population served by the branch
- ability of the branch to physically support the number of computers (size/# computers per sq. ft.)
- service levels identified to address expressed community needs

Where space and time permit, public access computers may be available on each Mobile Library.

Circulation Workstations - to carry out Circulation functions of check-in, checkout and registration. Each circulation workstation will include:

- terminal/PC
- a barcode reader (a scanner/light pen or similar technology)
- receipt printer - optional
- printing facilities - optional

Self-checkout workstations should be considered where circulation and staff levels warrant them.

Each library will have a plan to deal with failure of equipment at the circulation desk via:

- work procedures
- equipment backup

Calculating Minimum Number of Circulation Workstations:
Each Library branch/service point serving a population of more than 7500 requires a minimum of two workstations, increasing by one workstation as transactions reach 400,000. If the catchment area of the branch is less than 7500, only one workstation may be required.

The actual number of circulation workstations will depend on the total number of transactions (loans, returns, and renewals), based on an average of two transactions per minute.

The following criteria are used to determine the number of workstations required for each branch:

- one workstation if serving a population less than 7500
- two workstations if serving the population more than 7500
- add one workstation for transactions more than 400,000
- add an additional terminal for every 200,000 transactions more than 400,000
- if the circulation workstation is also used for reference, a second workstation, equipped with a CD-ROM drive, may be needed at the desk

Allocate a minimum of one workstation to each Mobile Library.

Reference/Information/Reading Advisory Workstations

Reference/Information desks will have access to a computer. Libraries serving a population of more than 5000 should have a separate Reference/Information Desk. If these services are provided from the Circulation desk, an extra computer is required there.

Staff Member Use

Staff members will have access to the right tools to provide service and to do their jobs having their own work stations, or one readily available within their work area.

Staffing

To support the IT Plan and service delivery, each branch/service point will have:

- designated qualified, trained system support staff members in the region
- access to Systems support provided by the Nova Scotia Provincial Library

Public Training

Staff members will provide assistance to ensure that the public has access to basic training in the information resources offered at the library. Staff members will provide basic assistance and training on all electronic resources. Any limitations of the level and extent of assistance and training available should be made clear in documentation provided to the user.

CHAPTER 8 FACILITIES

Introduction

Physical facilities include branch libraries, mobile libraries, regional library headquarters and other service outlets. They are required for the public library to meet its goal in providing equitable access. The Public Library building should reflect the community's objectives and priorities. It should be centrally located, with an inviting, yet functional design. Efficient layout and adequate space are required if staff members are to be effective in delivering quality service. Libraries should be physically accessible to all Nova Scotians.

Developing New Facilities

When planning a new library, consideration should be given to predicted population growth, community needs and expectations, and the rapidly evolving changes in the way information is stored and transmitted. When a new library building is designed, library administrators and planners need to work together to develop a flexible, barrier-free design that will function effectively for several decades. Boards should ensure that environmentally friendly building materials, furnishings and carpeting are used wherever possible.

To undertake a new building program, the regional library board must complete first a community profile and needs assessment. A report should then be drawn up indicating the proposed services, the expected growth over a ten-year period, the main activities anticipated and the space, equipment etc., needed to carry out these activities. Recommended sites for a new building should be listed with as much technical information as possible. If an existing building is proposed, the advantages and disadvantages should be outlined, including factors such as location, size, building structure etc. Library buildings are a municipal responsibility and municipalities are encouraged, wherever possible, to invest beyond the minimum in any new construction or major renovation or expansion to existing library buildings. All appropriate design and building code requirements are the responsibility of the municipality. Regional library boards will consult with municipalities concerning the provision of library facilities and equipment and a building committee established early in the process. The core committee group should consist of appropriate representation from all stakeholders, e.g., library board, municipal council, community, etc.

For a community to consider a new public branch library, it must have a minimum population base of 1500 and be 5-15 km (see catchment area on page 5) from the nearest public library. Travel hardship to another library (e.g., an island) or a community which serves a particular language or a cultural group may temper these criteria. Any new branch facility must be at least 2500 square feet.

Facility Sizes by Range for Sample Population Bases

These standards have come from a variety of sources and have been adapted to make them workable for the Nova Scotia context. It should be noted that libraries which provide services in both official languages will need adequate floor space to house both English and French collections.

Building Size in Square Feet (Square Metres)

Population	C	B	A
1500-5000	2500 (225)	2625 (236)	3500 (315)
5000-8000	3000 (270)	3750 (338)	5000 (450)
8000-10,000	4800 (432)	6000 (540)	8000 (720)
10,000-18,000	6000 (540)	7500 (625)	10,000 (900)
18,000-25000	10,800 (972)	13,500 (1215)	18,000 (1620)
25,000-35,000	15,000 (1350)	18,750 (1688)	25,000 (2250)
35,000-40,000	21,000 (1890)	26,250 (2363)	35,000 (3150)
40,000-50,000	24,000 (2160)	30,000 (2700)	40,000 (3600)
50,000-75,000	30,000 (2700)	37,500 (3375)	50,000 (4500)
75,000+	45,000 (4050)	56,250 (5063)	75,000 (6050)

Exterior characteristics

Desirable exterior characteristics include:

- a location near banks, municipal buildings or shopping areas where there is substantial traffic
- an attractive and welcoming atmosphere with clear signs, both textual and graphical
- external visibility, through the use of outside signs, particularly in a shared facility
- a separate entrance, if the library is housed in a shared facility
- a fireproof, weatherproof, secure "book" drop, accessible from outside, for returning materials when the library is closed
- adequate outside lighting to ensure the safety of users and staff members
- parking for automobiles and bicycles; larger facilities should have enough space to accommodate a bus
- a barrier free physical facility with ramps, doors and walkways designed with all users in mind
- outside spaces, such as gardens, designed at the same time as the building

Interior Environment

Public libraries fulfill a number of functions which must be taken into consideration when planning the interior of the library.

- the plan should be flexible enough to adapt to current and future trends
- libraries with less than 20,000 sq. ft. (1800 sq. m.) should be on one floor
- libraries operating on several floors will need elevators
- noisy activities should be near the entrance area and quiet activities further away
- sight lines of public space must be maintained so that staff members can effectively monitor public areas
- the children's area, washrooms and cloakrooms should be visible from a service counter
- adequate fire and security alarms should be installed
- technology infrastructure should address technology needs/goals

Public areas

The needs of individual groups such as children, teens and seniors should be taken into account when planning activity areas. The children's section should be adapted to their size and needs, be separate from the adult section and near the loan counter. The teen section can be combined with the adult section but should be separate from the children's section. Young adults may not use an area which is too obviously juvenile and prefer furniture and shelving that is more appropriate to their age and interests. Seniors, on the other hand, who may require special formats like large print titles, prefer more comfortable reading areas and shelving that does not reach all the way to the floor. Busy adult patrons may insist on a quiet reading area for reference and research. The adult area should contain a reader's advisory, reading and study areas. These should be in a quiet area and not a thoroughfare to reach other areas. Comfortable reading areas need to be balanced with efficient study areas. In facilities over 25,000 square feet in area, each distinct service area should have its own washrooms and workstations. Complementary services such as local history collections used for quiet study should be housed in adjoining spaces. The adult area must also contain sections for reference, fiction, non-fiction and materials other than books.

Public access computer stations should be in the main area of the library. The public should also have access to printers and photocopiers. Multimedia stations should be installed in larger public libraries.

Community groups and organizations look to the public library to provide meeting room space as well as community bulletin boards and display space for community activities. Tables, chairs, storage space and access to public washrooms and kitchen facilities are standard requirements for community library meeting rooms. These rooms may be away from the main entrance however access into the room should not impede regular library activities.

Increased public demands for value-added services such as reading development programs for children, story hours, instruction in library use, and developing literacy and research skills for both students and adults place demands on the library to provide adequate space for programming for all ages. *The Public Libraries in Nova Scotia: General Population Survey* indicates that 94 percent of Nova Scotians identified the provision of children's programming and assistance by library staff members as an essential or a very important library service.

Areas reserved for staff members

Adequate office, work and storage space is needed to ensure that library staff members can work effectively. Whenever space permits, staff members rest areas should be separate from working areas to ensure privacy. Access to washroom facilities, clean drinking water and work sinks must be provided within the building. The technical services area should be near the receiving and storage areas, the public collections and staff members rooms. Communication needs must be addressed including telephone, fax and computers. Staff members need to have on-line access to the library catalogue, the Internet and other required applications. Noisy equipment such as faxes and printers, should be grouped together away from the work area. Offices can be a separate unit within tech services, preferably near staff rooms.

The janitor/furnace/equipment room should be on an outside wall away from the main activity areas. Experts should be consulted to ensure that economical and efficient equipment is installed for heating, cooling and ventilation systems, lighting, communications and sound insulation. These need to be adequate to ensure a

comfortable, healthy and pleasant environment for staff members and patrons. Environmentally friendly cleaning materials should be used. Special attention must be given to the intensity, quality and quantity of lighting in the different sections of the library as well as to ventilation and humidity control in the areas where books are stored. Mechanical systems need to be regularly serviced and cleaned. Recent occupational health and safety requirements which emphasize prevention and attention to avoidable accident and illness in public spaces must be recognized. Where there is more than one floor, an elevator which can carry at least one person and one book trolley is needed.

Furniture and equipment

Furniture and equipment should be functional, durable and complement the architectural style of the building. They should contribute to an efficient work place and a pleasant public environment. Ergonomics should be considered when choosing staff work stations. The provision of adaptive technologies to assist those with visual hearing and print disabilities to make the best use of library resources should be provided whenever numbers warrant. The planning committee should consult with library staff members to include their recommendations during the planning stages.

Guidelines for Planning Branch Library Space

The following measures can be used in planning the size of a branch library:

- floor loading to support the weight of materials and shelving at 150 lbs. per sq. ft. (732 kg. per sq. m.); 300 lbs. per sq. ft. (1465 kg. per sq. m.) for compact shelving
- collection space at ten volumes per sq. ft. (111 volumes per sq. m.)
- user space for five users per 1000 people served with 30 sq. ft. (2.7 sq. m.) allocated for each reader; for populations less than 10,000 use 7-10 users per 1000
- adequate seating: adult: 1.5 per 1000 pop. with a minimum of 3; periodicals: 1 per 1000, min 3; children: 2 per 1000, min 6
- programming space: story hour space 16 sq. ft. (1.4 sq. m.) / 4 children; larger area up to 32 sq. ft. (2.8 sq. m.) per child is needed dependant on activity
- staff space at 125 sq. ft. (11.25 sq. m.) for each staff member
- meeting room space should be provided, allowing 10 sq. ft. (.9 sq. m.) per seat
- special use space, providing for elements of a library service such as display cases, microfilm cabinets, newspaper racks, photocopiers, etc. will require additional space
- communications room at 80 sq. ft. (7.2 sq. m.) for telecommunications equipment
- available gross interior space increased by 30 to 40 percent to accommodate hallways, stairwells, a circulation centre, washrooms, etc. (percentage decreases as population increases)
- lighting standards of 30 foot candles for reading, conference and stack areas, and 70 foot candles for study areas
- prominent and regularly serviced fire extinguishers, smoke alarms and exit signs
- telephone at the circulation centre for service and emergency use
- easy access for populations with disabilities throughout the library facility
- parking spaces should equal between 0.12% - 0.15% of population
- a security system should be installed
- where regional resource services or an administrative unit is located with a branch library, additional space must be included for the increased number of staff members, materials, equipment and service

Mobile Libraries

Mobile services operate out of the administrative or resource centre, a branch library or other library facilities. Adequate staff members, a materials collection, storage space and office and computer equipment is needed to ensure that these services meet library standards. Mobile staff members will need designated work areas to carry out the regular day to day office operations of their service.

A covered garage, large enough for easy loading and maintenance of vehicles may be required. If such is the case, garage doors should be at least 14 ft. (4.2 m.) high, automatic and secure.

A process similar to that used when planning a new library building should be in place when purchasing a new vehicle. Mobile libraries must meet all the government laws, rules and regulations as applicable to motor vehicles. Every effort must be made to ensure the comfort and safety of staff members and library patrons. The vehicle chosen should be large enough for patrons and staff members to interact without being unduly crowded. Work areas should be large enough for staff members to carry out their duties in an efficient manner. Mobile libraries should be pleasant environments with attention given to adequate lighting, heat and air conditioning. Computer access to library software, Internet access and printers should be provided where possible as well as some seating. Larger units should be wheelchair-accessible and equipped with a washroom.

All vehicles should be equipped with the necessary safety equipment and should have an established schedule of daily and periodic maintenance duties. Vehicles should be clean, well painted and bear the name and logo of the library on the outside.

Libraries should consider fireproof, weatherproof, secure "book" drops near stops where usage warrants them.

Regional libraries operating mobile libraries will budget annually for the replacement and repair of the vehicles, recognizing that the normal lifespan for a mobile unit is 10 years.

Books-by-Mail and Homebound Services

The space and materials allocated for these services should be sufficient to allow staff members to effectively serve patrons. Special attention should be given to the receiving and mailing areas. Storage will be needed for boxes and other packing materials.

CHAPTER 9 GOVERNANCE

Legislation
The *Libraries' Act* provides the legislative framework for the operation of the regional library system in the province. Section 10 of the *Libraries' Act* outlines the composition and powers of regional public library boards. The regional library board is established for the "management and operation of the library," and is composed of municipal, provincial and additional members as agreed upon by the parties involved. This is formalized in an agreement for the operation of the regional library board and signed by the major library funding partners - municipalities and the provincial government.

Roles and Responsibilities of the Library Board
The regional library board should be aware of and work within the framework of library legislation and establish board policies on all aspects of the library program. The board hires the Chief Librarian or CEO, who manages the daily operation of the library system. The regional library board adopts policies, establishes committees and guidelines, sets meeting times, reviews the financial responsibilities of the library and may be involved in a variety of promotional, fund raising, partnership and other activities.

Planning - Strategic Plan
One of the major responsibilities of the regional library board is to develop a strategic plan for the regional library. This plan should state the vision and mission of the library and cover a three to five-year time period. The plan should be written and available to the public. It should be based on needs assessments of the communities served by the board. The strategic plan should be reviewed regularly and adjustments made to reflect changing library and community needs. All library staff members should be familiar with the board's vision, mission and long-range plan for the library.

As a part of the planning process, the board working with the library's administration should annually develop written goals and objectives for the library service that reflect the long-range goals of the strategic plan. To ensure that regional libraries are working toward a common standard of library service province-wide, the regional library's annual goals and objectives and outcome measures should reflect *The Standards for Nova Scotia Regional Public Libraries* and the goals established by Provincial Library. In addition, the regional library board and administration should develop an annual budget for proposed library expenditures.

Evaluation
The library board is responsible for hiring and annually reviewing the performance of the library's Chief Executive Officer. This is to ensure library management promotes the board's annual goals, objectives and strategic plan.

In addition, the regional library board should review the services and facilities annually to ensure they are meeting the needs of the public.

Standards for Regional Library Governance
The regional library's governing body must do the following:

- assess the public library needs of the municipalities, develop strategic and short term goals and objectives suitable to those needs, and measure progress toward achieving them on an annual basis

- adopt comprehensive written bylaws
- adopt a complete set of policies for library services and staff members in all areas of standards
- prepare a marketing plan for the library in cooperation with a coordinated provincial plan. This could involve participating in an advisory council to advise in the development of province-wide activities
- ensure that the services of the library are available to all residents of the community

CHAPTER 10 CONCLUSION

The information detailed in this report has been agreed upon by all members of the Working Group consisting of representatives from Regional Libraries, the Library Boards Association of Nova Scotia, and the Nova Scotia Provincial Library.

These standards are a result of several detailed research projects and involvement from the library community. They build on specialized research on library standards across North America, and a survey of all branch libraries, mobile libraries and headquarters operations across the province. In addition, they are informed by a province-wide public attitude survey which has effectively defined the most important roles of the public library in a community.

The Working Group hopes that library planners will find these standards to be a useful and practical tool as they evaluate, develop and enhance library and information services. The standards also provide a basis for the allocation of funds to libraries.

Library service delivery methods are constantly changing so established standards will need periodic re-evaluation. Continuous evaluation of compliance with the standards is also necessary and to that end, specific outcome measures for goal setting have been listed in Appendix II.

APPENDIX I TOTAL& FRENCH LANGUAGE POPULATIONS (1996 Census)

Regional Library	Total Population	Home Language French	% Home Language French	Mother Tongue French	% Mother Tongue French
Annapolis Valley	100,287	715	0.71%	1,690	1.69%
Cape Breton	126,331	185	0.15%	1,150	0.91%
Colchester- E. Hants	69,975	97	0.14%	605	0.86%
Cumberland	33,804	50	0.15%	365	1.08%
Eastern Counties	42,857	4,485	10.47%	6,420	14.98%
Halifax	342,966	3,450	1.01%	9,635	2.81%
Pictou-Antigonish	68,272	300	0.44%	1,360	1.99%
South Shore	59,978	90	0.15%	475	0.79%
Western Counties	64,812	10,585	16.33%	13,330	20.57%
Total	909,282	19,957	2.19%	35,030	3.85%

APPENDIX II MEASURES FOR GOAL SETTING

Materials Collections

- percent of materials budget as a percent of total annual operating budget
- percent of materials budget allocated for children's materials, young adult materials, adult materials, and special materials (large print and talking books) compared to age breakdown of census figures for the community served
- volumes added annually
- volumes weeded annually
- percent of collection newer than 2 years

Staffing

- personnel costs per capita
- personnel costs as percent of overall budget
- librarians per capita
- training costs per staff member

Facilities

- annual cost of branch maintenance per capita
- annual cost of mobile library maintenance per capita
- annual cost of other service point per capita
- number of meeting rooms
- number of square feet per capita
- number of chairs and tables available per capita

Activities/Usage

- circulation
- circulation per capita
- number of annual library visits per capita
- in-library materials use
- in-library use per seat
- reference transactions per capita
- interlibrary loan of books/serials: received and lent
- turnover rate of circulating collection
- % of circulation to other libraries
- registered users as a percent of total population of region
- registered users as a percent of the catchment area population
- number of library programs in meeting rooms
- meeting room bookings by outside organizations
- number of parking spaces per capita

Activities of Library Boards

- community needs assessments carried out regularly
- annual goals and objectives, written and available to the public
- annual budget developed and submitted to all funders at the start of the fiscal year
- annual statistics of use calculated and submitted to Provincial Library at the close of the fiscal year
- an annual report of goals and objectives measured against results achieved, written and submitted to Provincial Library at the end of the fiscal year
- an annual report written and available to public after the close of fiscal year
- audited statements submitted to all funders after the close of fiscal year
- outcome measures related to meeting library standards

Information Technology

- per capita use of the library's on-line public access catalogue
- number of public Internet access computers per capita
- percent of budget used for IT
- number of public access computer bookings per capita
- use of Infotrac databases
- number of hits on library web site

APPENDIX III CATCHMENT AREA POPULATIONS BY REGION (1996 Census)

Annapolis Valley Regional Library

1500 - 3500 Population

Annapolis Royal	1668
Bridgetown	1771
Hantsport	1975
Kingston	2860
Lawrencetown	1915
Port Williams	1645

3500 - 5000 Population

Berwick	4270
Middleton	4724
Wolfville	4855

5000 - 15,000 Population

Kentville	5506
Windsor	6000

15,000 - 35,000 Population

Mobile 1	30,166
Mobile 2	32,932

Cape Breton Regional Library

500 - 1500 Population

Donkin	907
Louisbourg	1155
Main-a-Dieu	519

1500 - 3500 Population

Dominion	2392
Florence	1791
Ingonish	2597
Mobile 1	2051
Mobile 2	2095
Reserve Mines	1603

3500 - 5000 Population

Baddeck	3790

5000 - 15,000 Population

New Waterford	8462
North Sydney	10,617
Sydney Mines	7024

15,000 - 35,000 Population

Glace Bay	21,696

50,000 and over

Sydney	59,632

Colchester-East Hants Regional Library

1500 - 3500 Population

Tatamagouche	3150

3500 - 5000 Population

Elmsdale	4225
Stewiacke	4305

15,000 - 35,000 Population

Mobile Library	23, 295

35,000 - 50,000 Population

Truro	35,000

Cumberland Regional Library

500 - 1500 Population

Advocate Harbour	450
Oxford	1352
Pugwash	1090
River Hebert	1102

1500 - 3500 Population

Parrsboro	1617

3500 - 5000 Population

Springhill	4193

5000 - 15,000 Population

Amherst	9669
Books-by-Mail	14,331

Eastern Counties Regional Library

500 - 1500 Population

Guysborough	1469
Margaree Forks	1325
Mulgrave	896
Sherbrooke	600

1500 - 3500 Population

Canso	1873
Petit de Grat	2496

3500 - 5000 Population

Port Hawkesbury	3809

15,000 - 35,000 Population

Satellite library services	23,202

Halifax Regional Library

1500 - 3500 Population

Musquodoboit Harbour	2392
Shatford	1632
Sheet Harbour	2329

5000 - 15,000 Population

Dartmouth North	6624
Halifax North	8592
Woodlawn	18,581

15,000 - 35,000 Population

Alderney Gate 30,518
Bedford Public Library 17,001
Cpt. William Spry Public Library 26,880
St. Margaret's Bay Mobile Library 25,658

35,000 - 50,000 Population

Cole Harbour Public Library 41,021
Eastern Shore Mobile Library 38,297
Thomas Raddall Public Library 33,782
Sackville Public Library 39,298

50,000 and over

Spring Garden Road Public Library 51,351

Pictou-Antigonish Regional Library

500 - 1500 Population

River John 1000

1500 - 3500 Population

Trenton 3162

3500 - 5000 Population

Westville 4606

5000 - 15,000 Population

Antigonish 12,207
Pictou 6750
Stellarton 5598

15,000 - 35,000 Population

Books-by-Mail 18,841
New Glasgow 16,108

South Shore Regional Library

5000 - 15,000 Population

Liverpool 9596
Lunenburg 7077
Mobile 1 5938
Mobile 2 6177

15,000 - 35,000 Population

Bridgewater 31,188

Western Counties Regional Library

500 - 1500 Population

Westport 980

1500 - 3500 Population

Clark's Harbour 2950
Lockeport 2464
Pubnico 2982

3500 - 5000 Population

Weymouth 4777

5000 - 15,000 Population

Barrington 5913
Clare 6757
Digby 7986
Shelburne 5675

15,000 - 35,000 Population

Yarmouth 24,328

APPENDIX IV SERVICE MODELS FOR POPULATIONS OF UNDER 1,500

Several alternate service models are presently being developed in Nova Scotia to respond to the needs of small, often rural communities which do not have access to a mobile or branch library. While these models are not standards and are specific to particular communities and regions, they can be of interest to communities facing similar challenges.

Satellite Library Service - Eastern Counties Regional Library Model

Satellite branches provide library services for a few hours per week to communities which do not meet the requirements for a branch library. Working from a shared facility, reduces costs and makes local library service possible in smaller communities. For satellite branches to be successful, the population in the community and its surrounding area must exceed 1000 persons. Satellite branches can be a suitable alternative for smaller communities which are 25 km. or more from other library services.

A satellite branch should be situated in a centrally located building and must be wheelchair accessible. The library will have a room reserved for its use near the front entrance of the building. Interior and exterior signs are important to properly identify the site. It should be open year round, have heat, electricity, washrooms, phone, Internet access, printers and janitorial services. The satellite branch will be located in a room which can be locked and is large enough to accommodate shelving and the equipment and furniture necessary to create a pleasing public environment and an efficient work environment for staff members. The space reserved for staff members workstations should constitute approximately 5 percent of the total floor space. The room should be at least 1200 sq. ft. Rental and any other costs for the room are the responsibility of the municipality.

The satellite library will offer a minimum of 3-4 open hours per week with qualified, well-trained library staff members available for patron assistance. Library programming should be offered when possible. A book drop should be available for returning library materials when the satellite branch is closed.

A collection of at least 1000 general interest items in a variety of formats should be available and exchanged on a regular basis, every two to three months. Library staff members will bring patron requests as well as a number of best-sellers and new materials during regular visits. Access to the regional collection will be available to all patrons.

Satellite Library Service - Western Counties Regional Library Model

The Satellite Library Service is a way to provide a more cost-effective way to reach its most rural and remote citizens, i.e., those who cannot or do not use the library's branches because of transportation, financial or social barriers as well as a way to promote the use of CAP sites (which are government-funded public Internet access sites) in their attempts to be sustainable in small communities. It is a limited library service operating out of selected CAP sites in rural areas. Each Satellite Library includes a small deposit collection of library books and other materials for loan (rotated on a monthly basis) and a link to the library's homepage and online resources. From the library's homepage, a user can register as a borrower, place holds on requested materials, and access the library's catalogue and online databases. CAP volunteers are trained by library staff members to access the online resources and perform manual circulation procedures. Each Satellite Library requires a monthly visit from the area's librarian as well as staff members time in the local branch library to choose the monthly deposit collection.

Visiting Library Services - Eastern Counties Regional Library Model

Visiting library services are another alternative for communities which are 25 km. or more from a service point and do not have the necessary population for either a branch or satellite library. Twenty-five or more persons must be interested in receiving library services and patrons must use the service on a regular basis for it to be maintained.

Local CAP sites, schools or other community organizations will provide the necessary space for this service. Interior and exterior signs are necessary to identify the presence of the library. The room, which can be shared with other organizations, should be fully accessible and have internet access. It will afford comfortable working conditions for the staff members and be suitable for service to the public. Storage space for library materials is required as well as adequate display areas. Any rental cost will be the responsibility of the municipality.

A small collection of general interest materials is left on-site and exchanged on a regular basis (3-4 months). Library staff members bring patron requests as well as a number of best-sellers and new materials during regular visits. Library programs may be offered on occasion. Access to the regional collection is available to all patrons.

A regular schedule of a minimum of 2-4 open hours every four weeks will be established. Visits will be regularly monitored and the schedule modified according to usage. Qualified, well-trained library staff members will be available to assist patrons during open hours.

Another model of visiting libraries will see library staff members visiting CAP sites on a regular basis and assisting patrons with their online requests for library materials. Where practical, deposit collections which are refreshed regularly, may be placed at the CAP site for self check-out. Library staff members may during their regular visits, drop off materials ordered on-line.

APPENDIX V CLA STATEMENT ON INTELLECTUAL FREEDOM

CANADIAN LIBRARY ASSOCIATION

STATEMENT

ON

INTELLECTUAL FREEDOM

All persons in Canada have the fundamental right, as embodied in the nation's Bill of Rights and the Canadian Charter of Rights and Freedoms, to have access to all expressions of knowledge, creativity and intellectual activity, and to express their thoughts publicly. This right to intellectual freedom, under the law, is essential to the health and development of Canadian society.

Libraries have a basic responsibility for the development and maintenance of intellectual freedom.

It is the responsibility of libraries to guarantee and facilitate access to all expressions of knowledge and intellectual activity, including those which some elements of society may consider to be unconventional, unpopular or unacceptable. To this end, libraries shall acquire and make available the widest variety of materials.

It is the responsibility of libraries to guarantee the right of free expression by making available all the library's public facilities and services to all individuals and groups who need them.

Libraries should resist all efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Both employees and employers in libraries have a duty, in addition to their institutional responsibilities, to uphold these principles.

Ratified by the Board of Directors and Council at the 29th Annual Conference in Winnipeg, June 1974 and amended Nov. 17, 1983 and Nov. 18, 1985.)

SELECTED BIBLIOGRAPHY

Access for All: A Strategic Plan for Public Libraries in Nova Scotia. Halifax, NS: The Nova Scotia Provincial Library , 1998. (http://www.library.ns.ca/publications/strategic.pdf)

Alliance of Libraries, Archives and Records Management (ALARM). *COMPETENCY PROFILE Information Resources Management Specialists in Archives, Libraries and Records Management: A Comprehensive Cross-Sectoral Competency Analysis*. Ottawa, 1998.
(http://www.culturalhrc.ca/english/document/alarmcomp_e.pdf)

British Columbia, Ministry of Recreation and Conservation, Library Services Branch. *Quantitative Standards for Public Libraries in British Columbia*. 1978.

Cabral, L., ed. *Pour des bibliothèques québécoises de qualité: Guide à l'usage des bibliothèques publiques. Montréal: Éditions ASTED, 1996.*

Connections: Linking People with Information: Your Career in Library of Information Science. Canadian Library Association. (http://www.cla.ca/careers/connect.htm)

Illinois Library Association. *Avenues to Excellence II : Standards for Public Libraries in Illinois*. Springfield, Il: Illinois State Library, 1989.

Library Space Planning Guide. Hartford, Connecticut: Connecticut State Library, 1999.
(http://www.cslib.org/libsp99.pdf)

Maine Library Association, Standards Committee. *Maine Public Library Standards 2000*. Augusta, Me.: Maine Library Association, 2000. (http://www.mainelibraries.org/standards/mlastand.pdf)

Montana State Library. *Montana Public Library Standards*. Montana, 1999.
(http://msl.state.mt.us/admin/libstandards.html)

National Bookmobile Guidelines: 1992. State Library of Ohio, 1992.

New Hampshire State Library Development Council. *Statewide Library Development Standards*. New Hampshire, 2000. (http://www.state.nh.us/nhsl/libstandards/stand2000.html)

Nova Scotia Department of Education. *Information Gateway for all Nova Scotians: Report of the Regional Public Libraries Funding Review Committee*. October 2000.

Ontario Public Library Strategic Planning Group. *One Place to Look: the Ontario Public Library Strategic Plan*. Toronto: Ontario Ministry of Culture and Communication, 1990.

Omnifacts Research Limited. *A Study of Public Libraries in Nova Scotia: General Population Survey*. Prepared for the Nova Scotia Department of Education and Culture: May, 1996.

Scott, Wendy. *The Accessible Canadian Library II: A Planning Workbook for a Barrier-free Environment*. Ottawa: The National Library of Canada/Bibliothèque nationale du Canada, 1996. (http://www.nlc-bnc.ca/obj/p10/f2/eacc-can.pdf)

State Library of Iowa. *In Service to Iowa: Public Library Measures of Quality*. 3rd ed. Iowa, 1997. (http://server.silo.lib.ia.us/thirded.html)

Texas Library Association, Committee on Public Library Standards. *Draft Public Library Standards*. Texas, 1998. (http://www.txla.org/groups/plstand/proposed.html)

Wisconsin Department for Public Education. *Wisconsin Public Library Standards*. 3rd ed. Madison, Wisconsin: Department of Public Instruction, March 2000. (http://www.dpi.state.wi.us/dpi/dltcl/pld/standard.html)